

Module 2

ADA Coordinator

Training



Lead Presenter

- Travis Helmkamp, PE, ADAC, Project Manager at Oates Associates
- 12 years assisting municipalities with self-evaluations and transition plans
- Completed plans for communities from 5,000 to 300,000 residents



Presenters

- Jim de Jong, ADAC
- Former Director of Great Plains ADA Center
- Certified by the DOJ to provide Title II trainings
- Creator of the National ADA Symposium and the ADA Coordinator Training Certification Program





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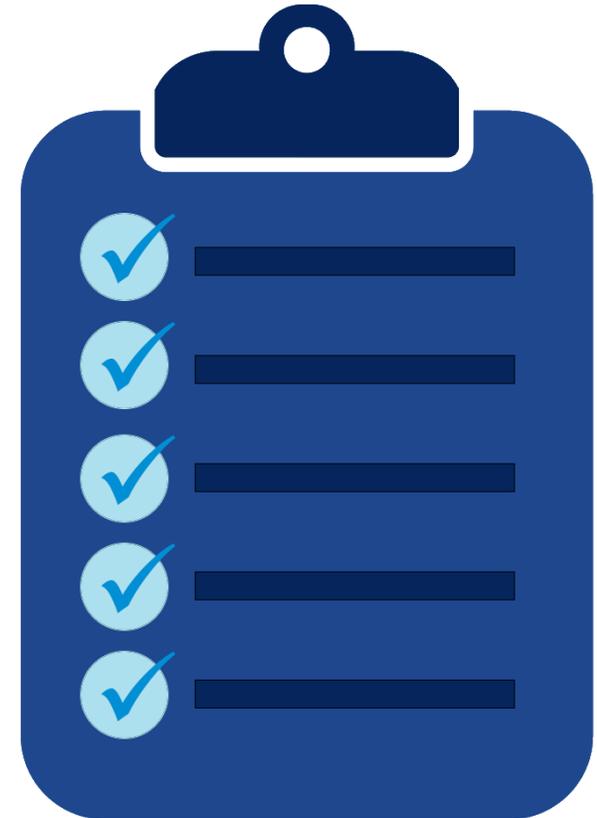


Presentation Goals



Goals for Presentation

- Understanding the obligations of an ADA Coordinator
- Selecting an ADA Coordinator
- Roles and responsibilities for an ADA Coordinator
- Developing an internal support system
- Available resources





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Obligations of Title II Entities



Americans with Disabilities Act (ADA)

Titles under the ADA

- Title 1: Employment
- **Title 2: State and Local Government Services**
- Title 3: Businesses that are Open to the Public
- Title 4: Telecommunications
- Title 5: Other Important Requirements

Title II Entities

Obligations under the ADA

- All public entities must:
 - Conduct an ADA self-evaluation (covered in future modules)
 - Provide public notice about the ADA (see Module 1 for template)
- Public entities with 50 or more employees are also required to:
 - **Designate an employee to oversee Title II compliance**
 - Establish a grievance procedure (see Module 1 for template)
 - Develop a transition plan if structural changes are necessary for achieving program accessibility (covered in future modules)

Title II Entities Job Description

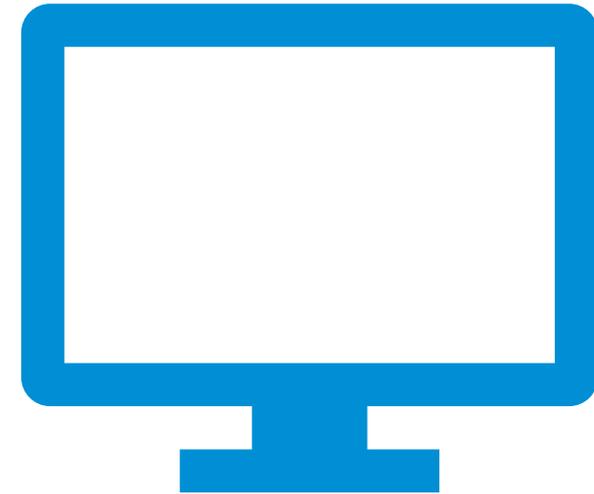
- Required by 28 CFR 35.107(a)
- Commonly used title – ADA Coordinator (similar allowed)
- Should be directly employed by municipality
- Existing employee vs. new hire



Title II Entities

Designate an Employee

- Publish and announce through all communication channels the ADA Coordinator's:
 - Name and title
 - Mailing address
 - Phone number
 - Email address
- Maintain ADA Coordinator information on all appropriate documents, announcements, etc.





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ADA Coordinator

Identifying the Right Candidate



ADA Coordinator

Identifying the Right Candidate - Questions

MODULE

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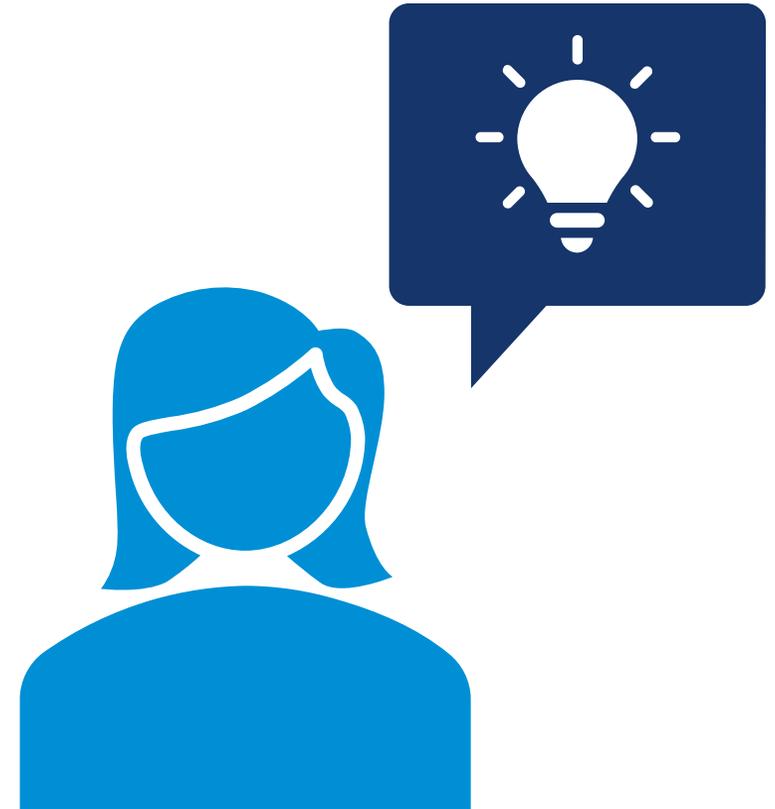
- **Has the ability to make decisions**
- Time commitment
- Available to:
 - answer phone calls
 - coordinate with city staff
 - coordinate with the disability community
 - follow-up with the public
- First contact attitude



ADA Coordinator

Identifying the Right Candidate - Traits

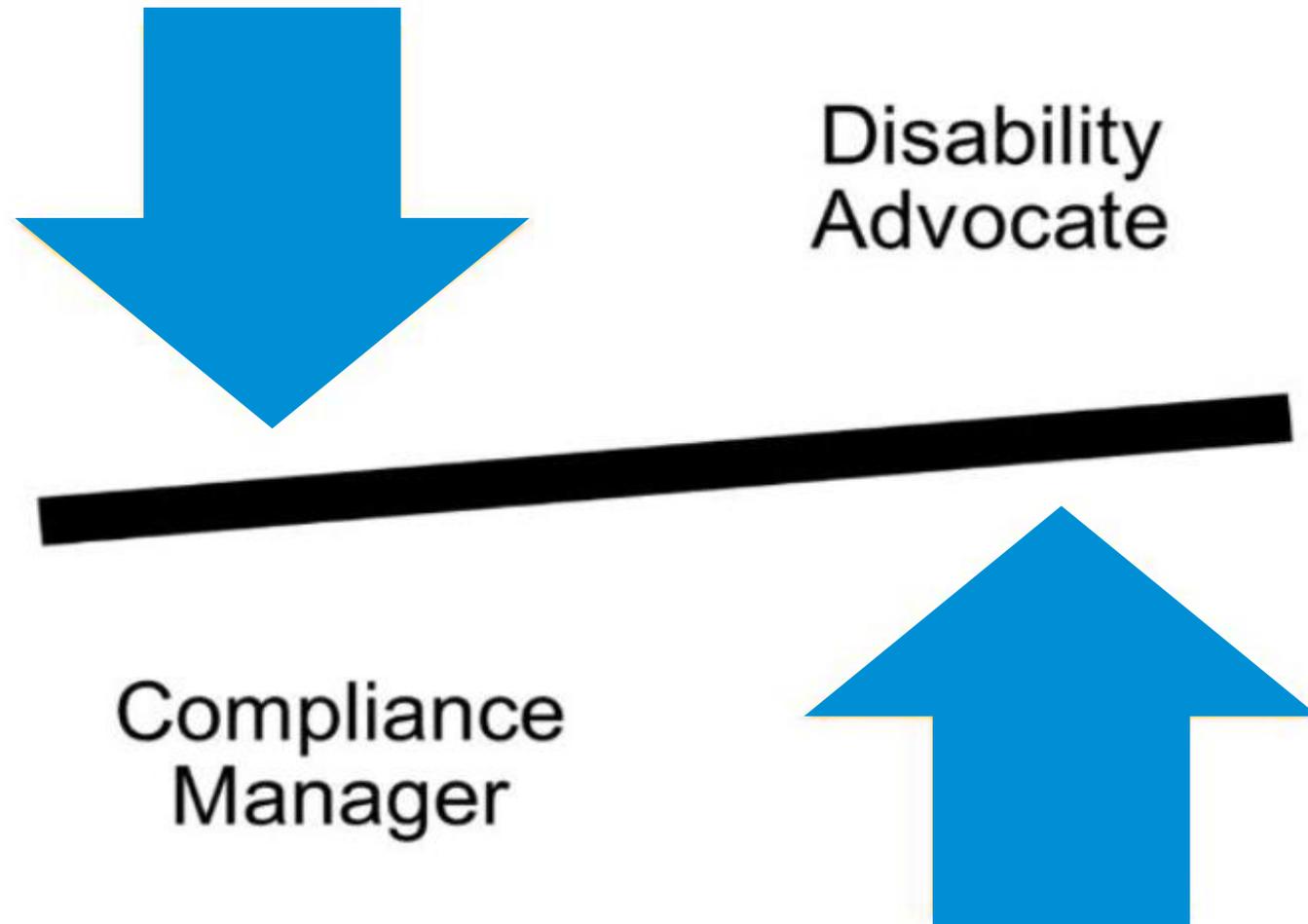
- Ability to listen and communicate
- Organizational and communication skills
- Willingness to learn
- Follow-up on issues
- A separate person from the Equal Employment Opportunity (EEO) Officer is recommended



ADA Coordinator Balancing Act

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ADA Coordinator Potential Candidates

- Potential candidates
 - **Full time employee**
 - City Clerk
 - Deputy City Administrator
 - City Attorney
 - Communications
 - Community Relations
 - Human Resources



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Qualifications



ADA Coordinator Qualifications – Knowledge of ADA

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- Willingness to develop comprehensive knowledge
 - Knowledge of related applicable disability laws and regulations
 - This includes all federal, state and local legislation and regulations



ADA Coordinator Qualifications – Knowledge of Community

MODULE

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- Knowledge and understanding of programs, services and activities of the municipality
 - Will be developed over time
- Ability to coordinate the input of various municipal staff (departments)



ADA Coordinator Qualifications – Disability Advocate

- Understanding of the value of interacting with disability advocates
- **Serves as the central nexus between the public and city departments**





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Roles and Responsibilities



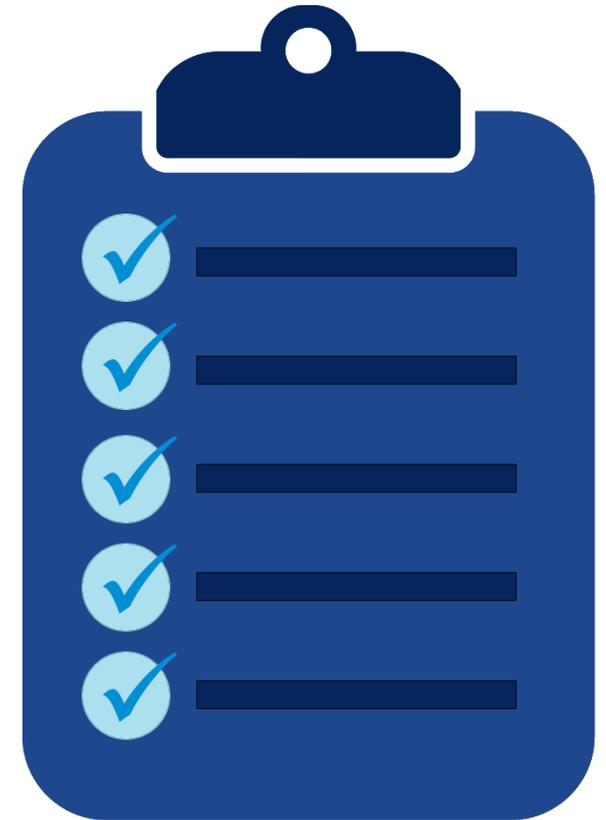
ADA Coordinator Roles and Responsibilities

- *Responsibilities will vary*
- Oversee all aspects of ADA implementation
 - **Do not forget website accessibility**
 - [Evaluating Cognitive Web Accessibility with WAVE \(webaim.org\)](https://www.webaim.org)
- Create an internal communication process for all affected persons and departments



ADA Coordinator Roles and Responsibilities - Documentation

- Establish, publicize, follow-up and document ADA Grievance Procedure
- Create and maintain a documentation process for all ADA implementation plans and activities



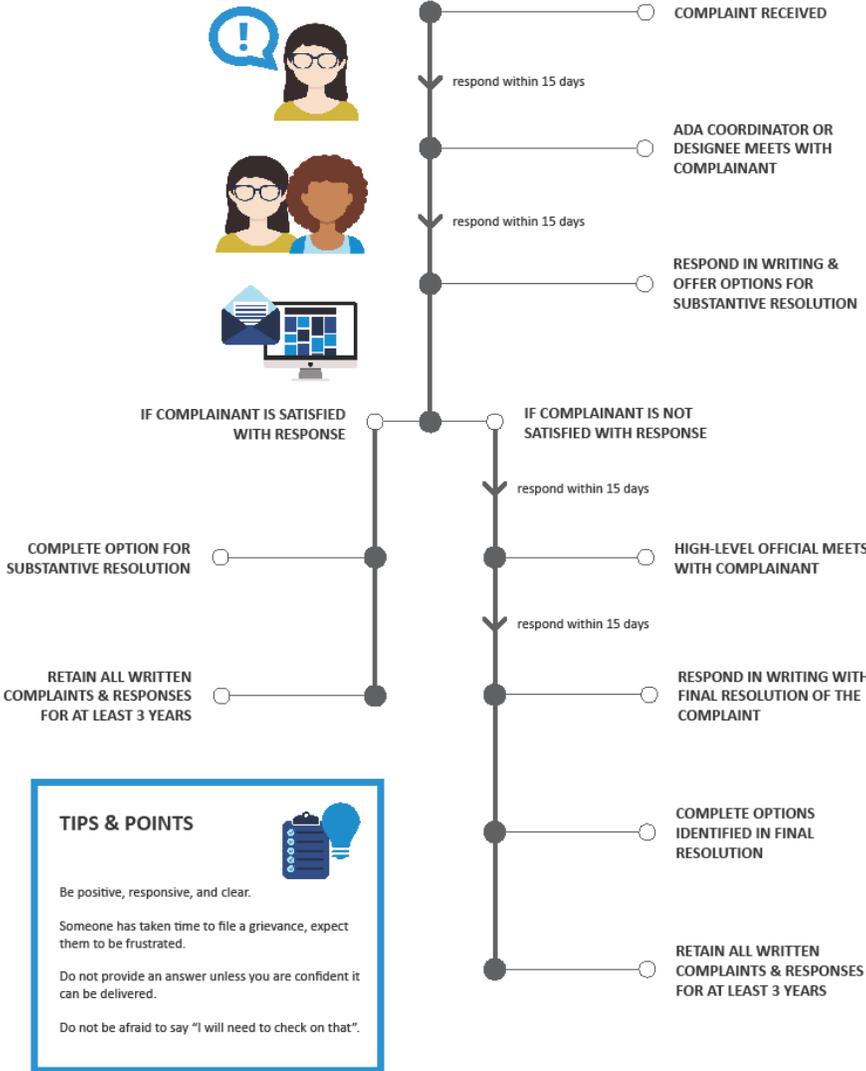
Handout #1

Grievance Procedure

Flow Chart

Grievance Procedure Flowchart

Grievance Procedure Flowchart



TIPS & POINTS

- Be positive, responsive, and clear.
- Someone has taken time to file a grievance, expect them to be frustrated.
- Do not provide an answer unless you are confident it can be delivered.
- Do not be afraid to say "I will need to check on that".

Grievance Procedure – Discussion #1

History of Grievance

- The Zoning Commission hosts a monthly meeting in the council chambers
- The meeting includes a public meeting on a proposed redevelopment
- A deaf individual comes to the meeting for the purpose of providing public comment
- A sign language interpreter is not available, and the resident leaves the meeting without providing comment
- The resident files a grievance with the ADA Coordinator

Grievance Procedure – Discussion #1

Coordinating with a Complainant

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- The complainant choosing to come to the City first is a good thing
- Other options
 - Justice Department
 - Illinois Attorney Generals Office
 - District Court
 - Lawyer
 - **All are acceptable options**



Grievance Procedure – Discussion #1

Follow-up Actions

- Reach out to the complainant to gather information
 - If possible, via phone or in-person meeting
 - E-mails can be commonly misconstrued
- Coordinate with City staff to gather information
 - Education and support

Grievance Procedure – Discussion #1

Follow-up Actions (cont)

- Reach out to the complainant to explain the proposed resolution
 - **Respond in writing**
 - Offer substantive resolutions
 - Follow through on alterations
- RECOMMENDATION – All public meetings should include a footnote of the ADA Notice
 - Revise footnote of all City documents

Grievance Procedure – Discussion #1

Closing out the Grievance

- Complete any agreed upon improvements
- Provide continuing education for City staff
- Store for a minimum of 3 years



Grievance Procedure – Discussion #2

History of Grievance

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- A resident calls the Department of Public Works to discuss a non-compliant restroom with the community center
- Public Works has a process of cataloging and handling calls as they come in
- Public Works staff notifies you of the complaint.

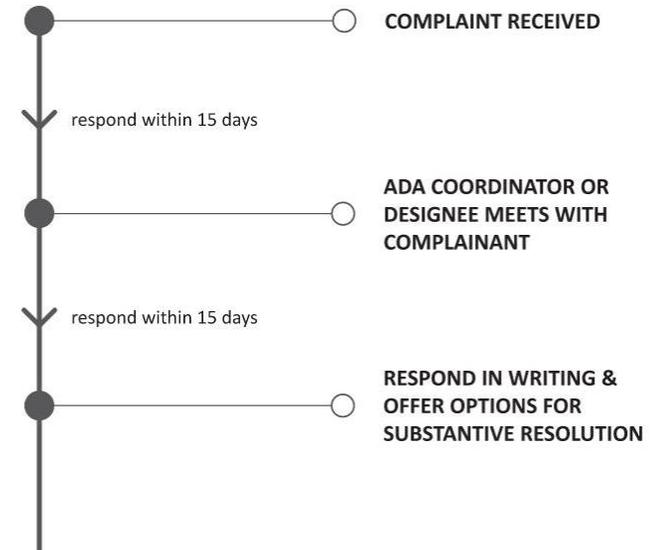


Grievance Procedure – Discussion #2

Initial Engagement

MODULE 2

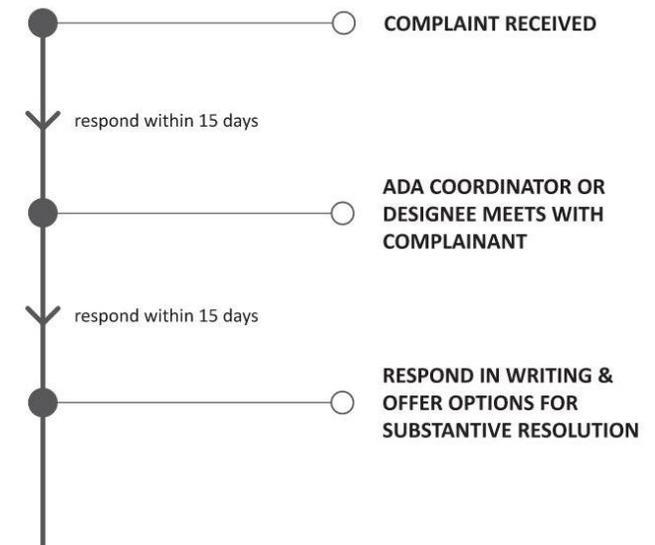
- Who is responsible for reaching out to the complainant?
 - ADA Coordinator or Public Works
 - Based on the community's policy
 - Develop meeting minutes



Grievance Procedure – Discussion #2

Initial Engagement (cont)

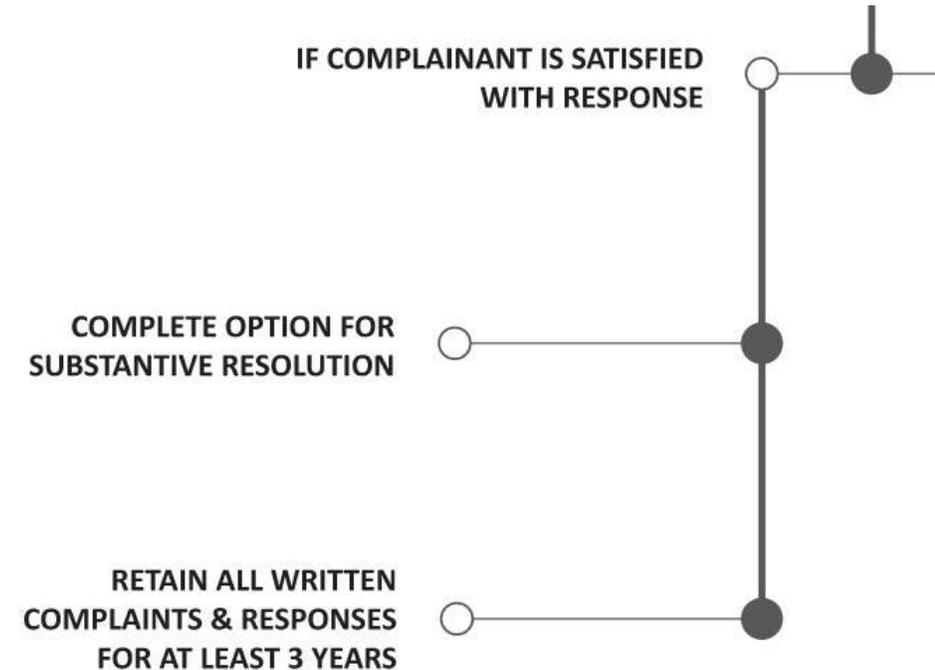
- Who is responsible for responding in writing?
 - ADA Coordinator
 - Can you offer a substantive resolution?
 - How will the resolution be performed?
 - Department of Public Works
 - What is the process for documenting the response?
 - Follow-through



Grievance Procedure – Discussion #2

Complainant is Satisfied

- Complete any agreed upon improvements
- Group together all correspondence
- Store for a minimum of 3 years



Grievance Procedure – Example #3

History of Grievance

- A resident routinely visits Village Hall with their “support dog”
- The dog wanders around Village Hall and generally misbehaves
- City staff informs the resident that their animal is not allowed inside City Hall
- The resident files a grievance with the ADA Coordinator

Grievance Procedure – Example #3

Next Steps

- What are the next steps?
 - Meet with the resident to gather information
 - Meet with City staff to gather information
 - Meet with resident and explain that a support dog is always be the persons' side, never wanders, and seldom barks
- **Document everything**

Grievance Procedure – Example #3

Continuing Education

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- An individual is allowed to remove their animal from the premise and return to complete their business
- Value of an internal ADA committee
 - Maintain communication between departments



Questions #1?



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15-Minute Break #1



ADA Coordinator Roles and Responsibilities – Advocate

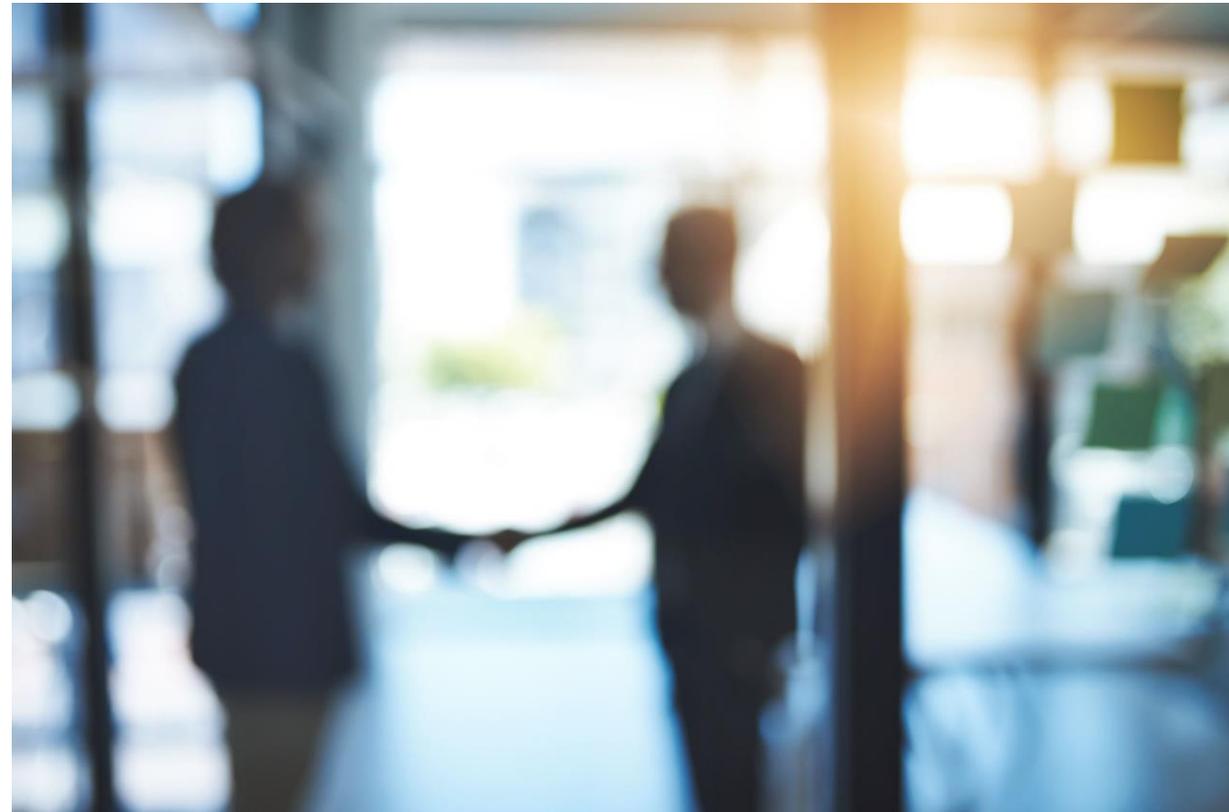
- Outreach and maintain relations with community disability organizations and other affected entities / individuals
- On-going education of disability laws and regulations
- Engage in continuing education opportunities
 - Attend ADA conferences
 - ADA National Symposium
 - Join Metropolitan Mayors Committee – ADA Coordinators Committee

ADA Coordinator Roles and Responsibilities – Employment

MODULE

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- ADA is also an employment issue
- Reasonable Accommodations (Title I) can or may affect a municipality's transition plan



ADA Coordinator Roles and Responsibilities – Public Face

MODULE

2

- Reminder – individual is the face of the municipality
- Will be initial contact with the federal government regarding any questions or complaints against the municipality





Internal Coordination

Building Your Internal Team



Internal Coordination

Establish a Hierarchy

- Officially designate an ADA Coordinator
 - Has authority to act
 - Participates in budgeting process
- Introduce the ADA Coordinator to city staff
 - Including an existing employee who has taken on the additional responsibility
- Who is the ADA Coordinator reporting to?
- Empower the ADA Coordinator



Internal Coordination

Developing Liaisons

- Appropriate staff to effectively manage the implementation of the ADA
- Appointed ADA liaison to the ADA Coordinator from every department, commission, etc.
- See Handout #2



Handout #2

Department Liaisons

Contact Information

Department Liaisons Contact Information

Department Liaisons

_____ Department
_____ Contact Person
_____ Contact Number
_____ Contact E-mail
_____ Responsibilities

_____ Department
_____ Contact Person
_____ Contact Number
_____ Contact E-mail
_____ Responsibilities

_____ Department
_____ Contact Person
_____ Contact Number
_____ Contact E-mail
_____ Responsibilities

_____ Department
_____ Contact Person
_____ Contact Number
_____ Contact E-mail
_____ Responsibilities

Internal Coordination Keys to Success

MODULE

2

- **Accommodations are reactive, accessibility is proactive**
- Breakdown silos
- Sell the positives
 - ADA is about being inclusive to all citizens vs. ADA is a federal mandate
- Establish lines of communications
- Aid even if not Standard Operating Procedure
- Patience and persistence





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ADA Advisory Committee



ADA Advisory Committee Benefits

- People with Disabilities need representation
- Shows a commitment to meaningful engagement
- Valuable resource for new ideas and policies

ADA Advisory Committee Concerns

- Meaningful engagement
- New ideas and policies are not brought before the committee
- Staff does not value the opinion of the committee
- Any legal considerations

ADA Advisory Committee Board Composition

MODULE

2

- Number of seats
- Broad representation of Peoples with Disabilities and their organizations
 - Future committee members are in your neighborhood even if you don't know it yet
- Municipal staff



ADA Advisory Committee Duties and Functions

- Define the duties and functions of the committee
- Do other committees already perform these duties and functions?
 - Coordinate with other committees
- What will the committee produce?
- Who do they report to?

ADA Advisory Committee

Make it Official

- Establish as an official committee
 - Each community will be unique
- Establish committee membership criteria
 - Residency requirement?
- Advertise the creation of the committee
- Create a web page
 - If this is consistent with other boards
 - Meeting dates, agendas, minutes
 - Member names

ADA Advisory Committee Common Issues

- Define a quorum
- Realistic expectations
 - Members personal agendas
 - Authority
 - Staff openness to feedback
- No clear goals and objectives





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Effective Communication

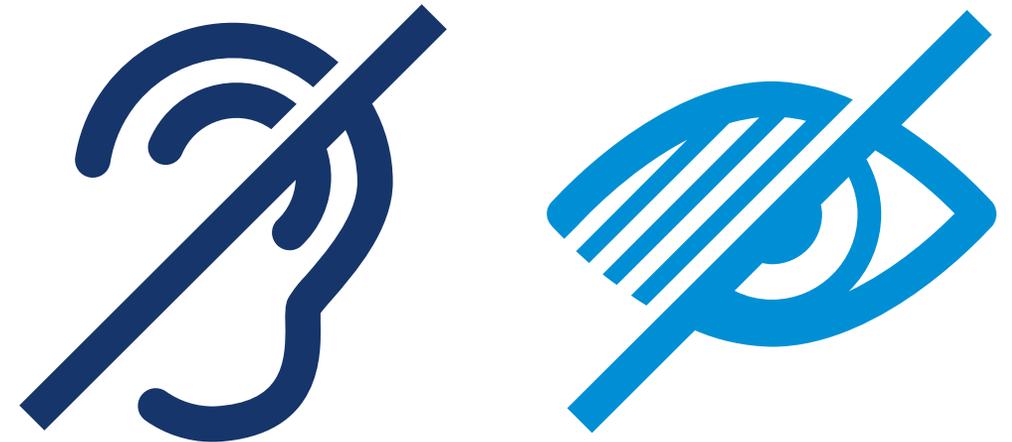
Communicating with the Disability
Community



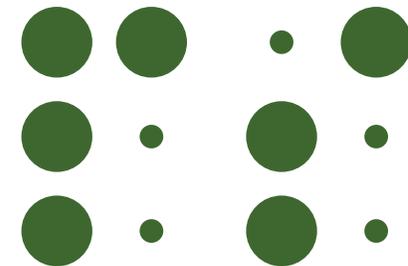
Effective Communication

What Does This Mean?

- Meets the needs of the individual
- All communication is unique
- Allows an individual with a disability to hear and concentrate on the issue



There are no standard for how to effectively communicate



Effective Communication Examples

MODULE

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- Large print
- Braille
- **Flash drives – people can use their own technology**
- Communication Access Realtime Translation (CART)

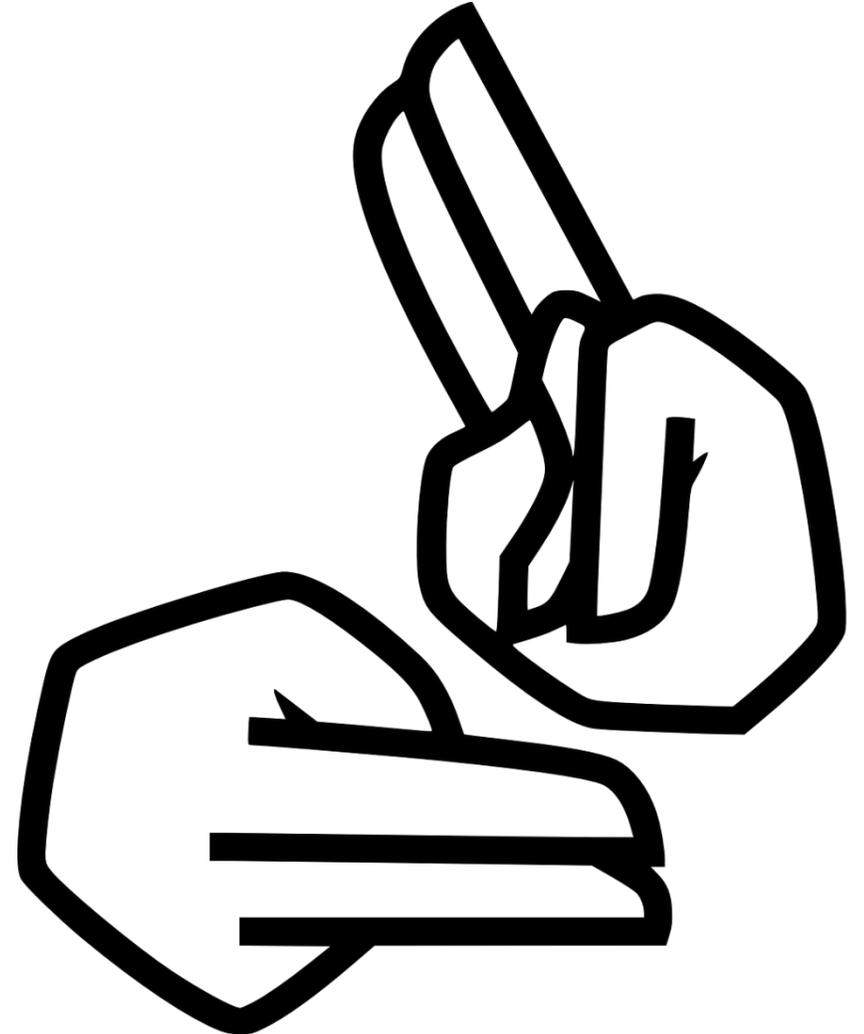


Effective Communication Examples (Cont)

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- Assistive listening devices
- Visual alarms
- Sign language interpreters
- Computers





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Breakout Session



Questions #2?



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15-Minute Break #2





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Case Study #1

Community Festival in a City Park



Case Study #1

Event Information

MODULE

2

- Large outdoor event located at City Park
- Expected number of attendees – 2,000
- Mayor and guests will be speaking from a stage
- Fixed seating, grass lawn, and standing room
- Adjacent parking lot
- One permanent restroom and drinking fountain available



Case Study #1

Stage & Seating

- Does the stage need to be accessible?
 - Accessible route to stage from seating area
 - Access to microphone
 - Effective communication
- What are the accessible seating requirements?
 - Located on accessible route
 - Spaced throughout seating area
 - Designated seating for ASL



Case Study #1

Parking & Toilets

- How many accessible parking spaces are required?
 - Location
 - How many are required
 - Accessible route
- Do I need accessible portable toilets?
 - Percentage must be accessible
 - On an accessible route



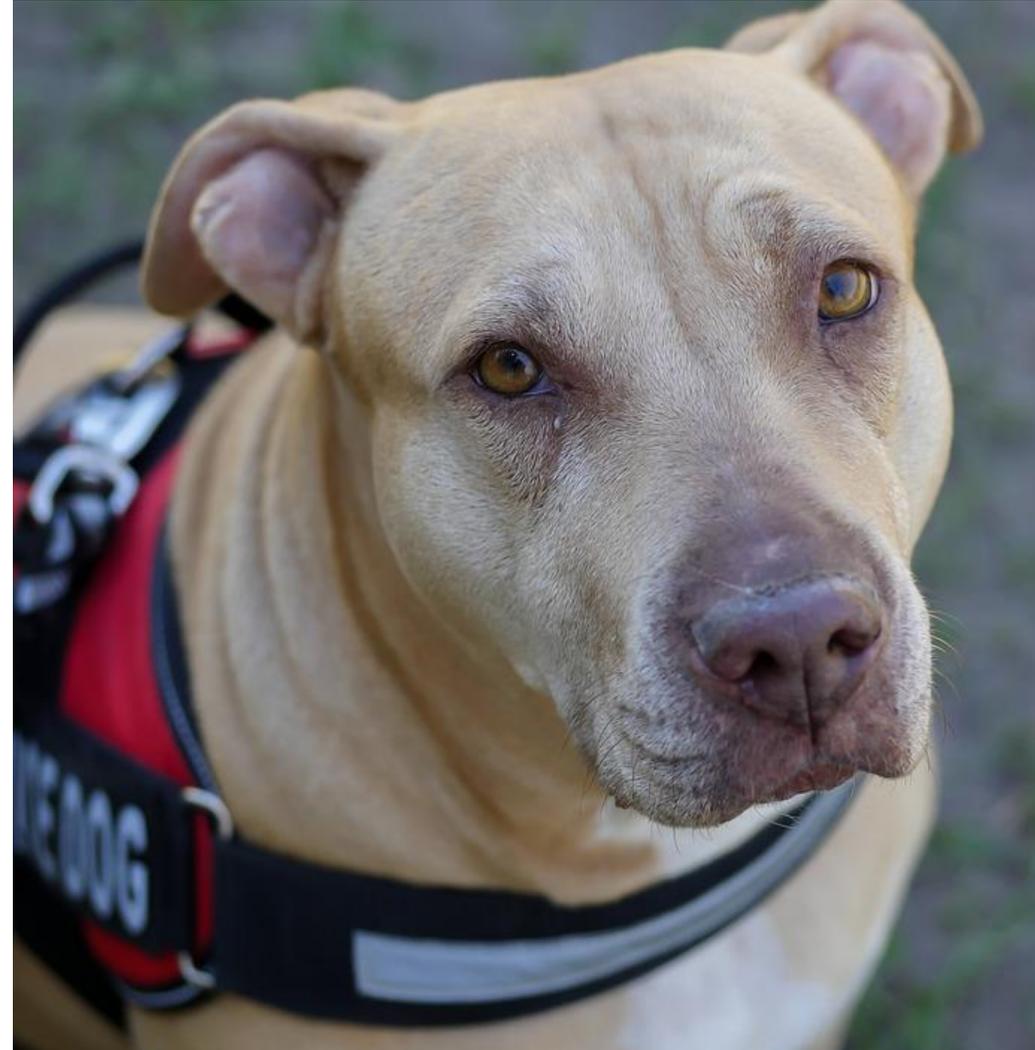
Case Study #1

Service Animals & Drinking Fountains

MODULE

2

- Can animals be banned from the event?
 - Modify policies to accommodate service animals
- What are the requirements for drinking fountains?
 - Provide options to access fresh water



Case Study #1

Responsibility

MODULE

2

- Who is responsible for temporary events?
- This will require coordination across departments
- Great use of Advisory Committee
- Link to guide

[ADA Title II Compliance Guide for Temporary Events](#)





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Case Study #2

Community Meeting



Case Study #2

Event Information

MODULE

2

- The city is hosting a public meeting in the 2nd floor community room for a roadway improvement project
- A public notice was posted on the city's website and invitations were sent to neighboring properties
- The meeting will include a PowerPoint presentation and an opportunity to ask questions



Case Study #2

Access to Meeting Site

- How do you plan for an accessible public meeting?
 - Review space
 - Accessible parking spaces
 - Path of travel to the meeting space
 - Doorways
 - Elevators
 - Security

Case Study #2

Access to Services

- How do you plan for an accessible public meeting?
 - Bathrooms
 - Drinking fountain

Case Study #2

Seating & Participation

- If you are providing seating, has accessible seating been identified?
 - Disperse seating throughout venue
 - Proper signage
- How does a participant ask questions?
 - Location of podium
 - Portable microphones



Case Study #2

Meeting Announcement

- How does someone request an accommodation?
 - Provide contact information in all communication
 - Footer for all city communication
 - **The participant never pays**
- City documents meet accessibility requirements and available in alternate formats
- Great use of Advisory Committee





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Case Study #3

Sign Language Interpreter



Case Study #3

Community Meeting

- A resident calls Public Works a week before a public meeting and requests a sign language interpreter and the Public Works director forwards the request to you.
- What are the City's obligations?



MICHIGAN Works! SOUTHEAST

JANUARY 2018 SCHEDULE OF MEETINGS

Workforce Development Board Executive Committee Meeting
Wednesday, January 3, 2018
2:00 pm – 4:00 pm
Chelsea Comfort Inn – Village Conference Center
1645 Commerce Park Drive
Chelsea, MI 48118

▼

Workforce Development Board
Wednesday, January 10, 2018
10:00 am – 12:00 noon
Chelsea Comfort Inn – Village Conference Center
1645 Commerce Park Drive
Chelsea, MI 48118

▼

Southeast Michigan Consortium
Monday, January 29, 2018
10:00 am – 11:30 am
Chelsea Comfort Inn – Village Conference Center
1645 Commerce Park Drive
Chelsea, MI 48118

Official partner of the American Job Center network

Michigan Works! Southeast is an equal Opportunity Employer/Program. Auxiliary aids and other accommodations are available upon request to individuals with disabilities. Supported by the State of Michigan, Michigan Public Job Training Telephone Number 1-800-255-WORKS (W77).

Case Study #3

Coordination with Resident

- Reach out to the resident to coordinate services
 - Not “one size fits all”
- Contact a qualified sign language interpreter
- Who pays?

Patrons are never responsible for paying for services

Case Study #3

Sign Language Interpreter

- A resident arrives at the meeting and requires a sign language interpreter.
- What are the City's obligations?



Case Study #3

Services to be Provided

- Do you have a Notice to the Public?
- Communicate with the resident to determine effective communication
- Mobile ASL services are available
- Who pays?

Patrons are never responsible for paying for services



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Case Study #4

A Citizen Calls With a Question



Case Study #4

Questions from Citizens

- I recently attended a lecture at a religious facility and there was no interpreter present. Can I file an ADA complaint with the City?
- City ordinance requires that I remove snow from the sidewalk in front of my house. Because of my disability I cannot perform this function. What do I do?
- I rented an apartment over the phone and when I spoke to the landlord, he promised me it was ADA accessible. It is not. What do I do?



STOP

REACH OUT FOR HELP

See ADA Coordinator Resources



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ADA Coordinator

Available Resources



ADA Coordinator Resources

Local Resources

[Chicago Metropolitan Area Planning](#)

- Support on ADA Title II compliance

[Metropolitan Mayors Caucus](#)

- ADA Coordinators Committee

[Great Lakes ADA Center](#)

- Technical assistance and training

ADA Coordinator Resources

Disability Awareness Training

JJ's List

- Disability awareness training

Open Doors Organization

- Training related to travel and tourism

Vision for Change

- Mental health awareness

ADA Coordinator Resources

Interpreters and Braille

[Chicago Hearing Society](#)

- For interpreter and captioning services

[Horizons for the Blind](#)

- Braille services

[Chicago Lighthouse for the Blind](#)

- Braille services

[Registry of Interpreters for the Deaf](#)

- Database of interpreters

ADA Coordinator Resources

Centers for Independent Living #1

Area Centers for Independent Living

[Progress Center for Independent Living](#)

- Suburban Cook County

[Access Living](#)

- City of Chicago

[Achieving Independence and Mobility](#)

- DuPage, Kane and Kendall County

ADA Coordinator Resources

Centers for Independent Living #2

Area Centers for Independent Living

[Disability Resource Center](#)

- Will County

[Lake County Center for Independent Living](#)

- Lake/McHenry County

ADA Coordinator Resources

Federal Agencies #1

[US Department of Justice](#)

- Technical assistance on federal ADA standards and guidelines

[US Department of Transportation](#)

- Technical assistance including public transportation

[General Services Administration](#)

- Section 508 website accessibility resource

ADA Coordinator Resources

Federal Agencies #2

US Access Board

- Develops accessibility guidelines and standards
- Technical assistance

US Housing and Urban Development

- Fair Housing Act and subsidized housing

Planning Guide for Temporary Events

- Planning guide for making temporary events accessible to people with disabilities

ADA Coordinator Resources

State Agencies #1

Illinois Department of Transportation

- [Statewide Highway Standards](#) – Design standards for public right-of-way
- [District 1 Specific Standards](#)
- [District 2 Specific Standards](#)

[Illinois Attorney General – Disability Rights Bureau](#)

- Technical assistance on state laws

[Illinois Capital Development Board](#)

- Develops and provides interpretation of the Illinois Accessibility Code

ADA Coordinator Resources

State Agencies #2

Illinois Division of Rehabilitation Services

- Lead agency serving individuals with disabilities

Illinois Deaf and Hard of Hearing Commission

- Assuring equality, respect, accessibility and independence for all individuals with a hearing loss

ADA Coordinator Resources

State Agencies #3

Illinois Bureau of Blind Services

- Provides specialized services for persons who are blind or visually impaired

Illinois Secretary of State's Office

- Vehicle title and registration, state ID's, Benefit Access program, disability placards

ADA Coordinator Resources

Other Resources

[ADA Coordinator Program – University of Missouri](#)

- Structured program to meet the training and professional needs of ADA Coordinators

[World Wide Web Consortium \(W3C\)](#)

- One-stop place for information and tools for developers



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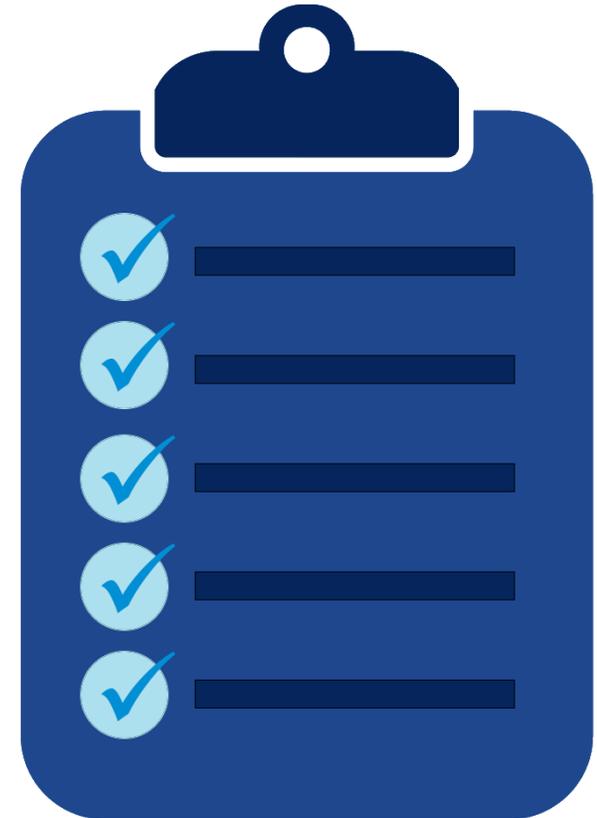
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Presentation Goals and Future Sessions



Review of Presentation Goals

- Understanding the obligations of an ADA Coordinator
- Selecting an ADA Coordinator
- Roles and responsibilities for an ADA Coordinator
- Developing an internal support system
- Available resources





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Public Rights of Way Self-Evaluation and Transition Plan Training

April 18th – Self-Evaluation

April 19th – ADA Transition Plan

[ADA transition plan and self-evaluation training - CMAP \(illinois.gov\)](https://www.illinois.gov/cmap)



Questions #3?

Short Follow-up Survey





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Thank you!

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